

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Database Administration and Data Management Analyst	Grade: PO4-PO6
Section: Digital, Data & Technology (DDaT)	Directorate: Change & Innovation
Responsible to following manager: Data Architect	Responsible for following staff: none
Post Number/s:	Last review date: April 2026

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

The post holder acts as the operational owner for defined database platforms and data management processes, with responsibility for their day-to-day integrity, performance, resilience and supportability in live service.

The post holder provides specialist database administration and data management services across the BSP environment, exercising professional judgement in the operation, optimisation and protection of live data platforms.

The role operates with a high degree of technical autonomy within agreed standards, supporting business-critical systems and contributing to data governance, data quality and enterprise data management objectives.

Provides specialist technical advice and recommendations to senior technical and data leadership on database operations, data risk, resilience and service improvement.

Specific Duties and Responsibilities

1. Database Administration & Operational Management

- Own and operate database platforms including SQL Server and Oracle (where applicable), taking responsibility for configuration, performance, resilience, availability and recovery in live service.
- Identify recurring database or data quality issues and lead the implementation of corrective improvements to reduce operational risk and future incidents.
- Perform installation, configuration, tuning, optimisation and patching of database systems.
- Monitor database performance and independently diagnose and resolve complex incidents, alerts and service desk tickets, escalating only where risks exceed agreed tolerance.
- Manage database backup, recovery, high-availability and disaster recovery processes.
- Ensure secure configuration, access control and audit compliance.
- Support data migrations, data loads and batch processing.
- Decisions taken in this area directly affect system availability, data integrity, service continuity and regulatory compliance across multiple council services. Decisions taken in this area directly affect system availability, data integrity, service continuity and regulatory compliance across multiple council services.

2. Data Management & Governance Support

- Own the operational management of data within database platforms, ensuring data structures, controls and processes support service delivery and regulatory compliance.
- Exercise professional judgement when balancing data quality, service continuity, risk and compliance, escalating only where decisions exceed agreed authority.
- Maintain and contribute to corporate data dictionaries, metadata and data catalogues in collaboration with the Data Architect and system owners.
- Apply and enforce data governance standards, controls and policies within database and data management activities, escalating material non-compliance where identified.
- Independently support and troubleshoot data movement, transformation and consolidation across systems, providing specialist technical input into integrations and data exchange processes
- Contribute to data stewardship processes and adoption of best practice.

3. Integration, Transformation & Automation Support

- Independently support and troubleshoot data movement, transformation and consolidation across systems, providing specialist technical input into integrations and data exchange processes.
- Lead the database aspects of system integrations, ensuring data movement, transformation and controls are robust, secure and operationally supportable.

4. Analytics Platform & Power Platform Support

- Provide operational and technical assurance for datasets used within Power BI and Power Platform, ensuring reliability, security and compliance, while remaining outside formal development ownership.
- Ensure datasets, refresh processes and gateways operate reliably.
- Support business teams in safe, governed use of analytical tools (non-developmental support).

5. Documentation, Standards & Continuous Improvement

- Maintain clear documentation for databases, processes and procedures.
- Follow BSP data and technical standards defined by the Data Architect and DDaT.
- Identify, design and implement opportunities for automation, optimisation and improved data operations, contributing to efficiency and service resilience.
- Contribute to knowledge sharing and cross-team collaboration.

6. Security, Compliance & Good Practice

- Apply security controls in line with organisational policies, data protection legislation and cyber requirements, and provide authoritative evidence and technical input for internal and external audits.

- Ensure data handling complies with GDPR, retention schedules and local authority regulations.
- Support internal and external audits by providing evidence and documentation.

Acts as a subject matter expert for defined database platforms and data management processes, providing guidance to colleagues and contributing to cross-team initiatives.

Progression Criteria

PO4 - the post holder is expected to:

- Perform the full duties of the post competently with a low level of technical supervision, recognising when issues exceed authority and require escalation.
- Independently diagnose and resolve non-routine database or data management issues in live service environments.
- Own technical tasks through to completion, considering service availability, data integrity, security and compliance impacts.
- Apply professional judgement when implementing changes within agreed standards, policies and change control processes.
- Provide specialist technical input to database operations, migrations, integrations and service improvements.
- Maintain accurate technical documentation and configuration information for databases and data processes.

PO5, the post holder must demonstrate sustained performance at PO4 and clear evidence of the following:

- Technical ownership of defined database platforms or data management processes, with responsibility for configuration decisions, fault resolution and service quality within agreed authority.
- Independent ownership of complex incidents and problems, coordinating resolution through to service restoration without direct technical supervision.
- Proactively identifying non-routine issues and leading the implementation of corrective improvements to reduce operational risk and recurrence.
- Acting as a recognised subject matter expert, providing guidance to colleagues and influencing technical approaches and solutions.
- Exercising professional judgement when balancing data quality, service continuity, operational risk and compliance requirements.
- Providing a consistent contribution to change and transformation activity by shaping database and data solutions, not just supporting delivery.

PO6, the post holder must demonstrate sustained performance at PO5 and clear evidence of the following:

- Taking charge of major database or data-related incidents and problems, owning them end-to-end through investigation, resolution and preventative action.
- Applying advanced technical expertise and research to resolve complex or high-impact issues without supervision.
- Providing a high level of technical input into the overall management of data and database services, including risk, resilience and service sustainability.
- Making informed recommendations to senior technical or service leadership on database operations, data risk, resilience and improvement priorities.
- Deputising for senior technical colleagues or team leaders when required, providing continuity of technical authority.

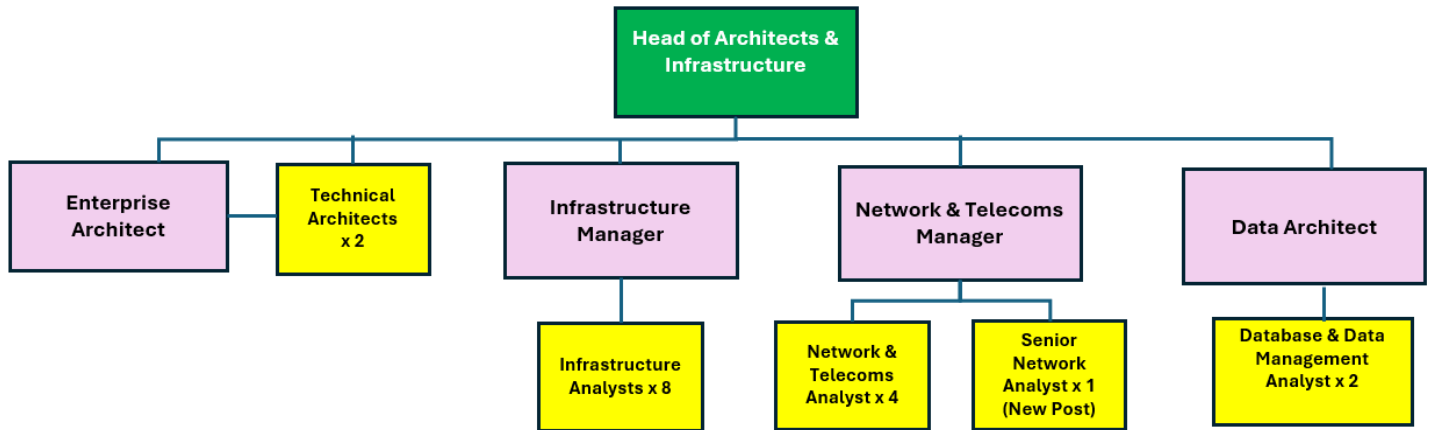
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

None

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Applied professional knowledge of database administration principles, including performance, resilience and security in live environments.	X		A/I

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
(SQL Server essential; Oracle desirable).			
Knowledge of relational database design, indexing, performance and optimisation.	X		A/I
Applied knowledge of data management practices including data quality, metadata, governance and stewardship	X		A/I
Understanding of data protection, security and GDPR requirements	X		A/I
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Familiarity with ITIL and operational support environments		X	A/I
Experience	Essential	Desirable	Assessed
Previous experience as a DBA or data management practitioner.	X		A/I
Experience supporting SQL databases in production environments.	X		A/I
Experience managing, transforming or consolidating data from multiple sources.	X		A/I
Experience independently resolving complex data or database issues with impact on live services.	X		A/I
Experience with Oracle databases.		X	A/I
Experience contributing to data migration or integration projects.		X	A/I
Experience working in public sector or complex multi-application environments		X	A/I
Skills	Essential	Desirable	Assessed
Ability to write and optimise SQL queries and scripts	X		A/I
Strong analytical and problem-solving skills.	X		A/I
Ability to interpret business and technical requirements into data tasks	X		A/I

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Strong communication skills and ability to work with stakeholders at all levels Excellent documentation and organisational skills	X		A/I
Ability to support user adoption of analytical tools (e.g. Power BI).		X	A/I
Awareness of automation opportunities and scripting		X	A/I
Ability to exercise professional judgement when balancing data quality, operational risk, service continuity and compliance requirements.	X		A/I
Qualifications	Essential	Desirable	Assessed
Data or database-related qualifications, or equivalent experience.	X		A/C
SQL Server training or certification (any level).	X		A/C
Cloud certification (Azure or AWS)		X	A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate